

# Washington County

## Job Description



<b>Title:</b>	Victim Services Coordinator	<b>Code:</b>	
<b>Division:</b>	Children's Justice Center	<b>Effective Date:</b>	01/14
<b>Department:</b>	County Attorney	<b>Last Revised:</b>	07/08
<b>Career Service:</b>	Yes	<b>FLSA:</b>	Yes

### GENERAL PURPOSE

Performs a variety of **professional and technical duties** as needed to organize, coordinate and deliver crisis intervention and multi-disciplinary support to child victims and families and all professionals involved with the Children's Justice Center.

### SUPERVISION RECEIVED

Works under the general supervision of the Children's Justice Center Director.

### SUPERVISION EXERCISED

None.

### ESSENTIAL FUNCTIONS

Performs various client intake processes, collects information from families and professionals for Case Management System (CMS) entry; Assists in facilitating and coordinating the interview process with non-offending parents of child abuse victims by providing necessary support related to recording of interviews, paperwork and scheduling.

Provides technical assistance, education and information to child victims and families regarding the processes, procedures and experience of the justice system; provides assistance to victims and families in the filing of compensation claims for restitution.

Establishes and maintains a list of therapy referral sources (public and private) in the community, and coordinates the therapeutic and treatment services for child abuse victims and families; keeps lists up to date; organizes, prepares agendas and attends Multi-disciplinary Team Meetings (MDT).

Ensures that primary and secondary victims are referred to treatment and assists in the reorganization of therapy according to the needs of the client (i.e., new therapist, new treatment agency, etc.).

Assists victims in locating and receiving special service and assistance, such as medical child rape exams, individual or family therapy, housing for domestic or crisis situations.

Coordinates the delivery or restitution to victims through the Utah Office for Victims of Crime; serves as liaison with other agencies as needed.

Engages in crisis management, problem solving, intervention in child sexual abuse cases as well as cases involving other types of child abuse; responds to family concerns and provides information and crisis intervention regarding child's symptoms.

Assists and supports families through their Involvement in the criminal justice system by providing them with case information and resources; i.e., why charges were filed or not, explanation of court processes, court dates, appointments for evaluations, etc.

Meets with children and families in person or via telephone to gather information necessary to effectively advocate for them through the system and represent what is in their best interest to other professionals; advocates for victim and family throughout the system regarding prosecution, protection, treatment needs and provides access to services from agencies.

Prepares and distributes educational materials to child victims and families explaining what happens when a child abuse case is reported to the authorities.

Provides support and advocacy for victims prior to, and during, court proceedings when the child is to testify.

Maintains case records according to center policies and procedures, including maintenance of the state case management system; prepares necessary statistical reports to meet grant requirements, including receiving and reviewing cases for court appearance.

Transcribes (on occasion) the recorded interviews as requested by investigators and prosecutors.

Makes presentations to citizen groups, school groups and youth groups as requested; apprises groups of nature and scope of services provided by the center; educates groups as to abuse issues.

Attends and participates in various community committees organized to create networks for mutual assistance and developing new methods for addressing system problems; provides training to such committees under direction of the center director. May represent the Center with community or civic organizations.

Assures the maintenance of a non-threatening and non-stigmatizing atmosphere; maintains a positive work environment.

Willingness to participate in upkeep of Center environment such as stocking shelves, removing trash, etc.

Performs related duties as assigned.

#### MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation college with an associate's degree in social work, psychology, family sciences, or other closely related field;

AND

B. One (1) year of experience in child related clinical setting, victim advocate setting or related area;

OR

C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

**Working knowledge of** basic crisis intervention theory and techniques; child sexual abuse/physical abuse principles; child protection services and child abuse legal investigations methods; social service system (legal, court, medical, and referral sources); State of Utah laws/regulations regarding child welfare and criminal prosecution; procedures of criminal justice system. **Some knowledge of** legal documents, clinical forms and procedures; legal and medical terminology, business English and office methods.

Skill in the operation of personal computer and various software applications for word processing, spread sheets, and data base management including all MicroSoft Office programs (Word, Excel, Publisher, etc) .

**Ability to** operate office equipment including recording equipment, copy machine, fax machine, etc.; know and act appropriately within the position boundaries as established by center director; respond and refer quickly, appropriately and effectively in crisis situations; function independently; communicate effectively, both orally and in writing; receive and appropriately maintain confidential materials and information; work with individuals from various economic and social backgrounds including state, county, and city officials.

3. Special Qualifications:

Must possess a valid Utah Drivers License.

Applicants must sign consent for and submit to a criminal background and child abuse registry check and substance abuse screening.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking. Interpersonal communication essential to successful completion of job duties. Common eye, hand, finger dexterity required. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Occasional travel by automobile required in the normal course of job performance.



**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.